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ABSTRACT

This program profile presents a model for conflict resolution training and process that goes beyond school-based peer mediation programs. The program includes a formal process for resolving conflicts between parents, students, staff, school and community; a referral system of trained specialists; and resources which include workshops, curriculum, printed materials and other resources. The program was designed to provide a process for dealing with a wide variety of conflicts, including school discipline, violence, and substance abuse. The system promotes a win-win, problem-solving perspective based on equality and respect. Presented here are details on the program's implementation period (2 to 5 years depending upon conflict resolution programs already in place in the school district), including training, resources, and coordination; characteristics of the program site and target population where this project was initiated; the services provided; the type of staff available and the time devoted to the program; program costs and funding; problems encountered and solutions; program accomplishments; and evaluation data. The program is developmentally appropriate for all ages and school levels. (RJM)

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**Safe Schools, Safe Students: A Collaborative Approach to Achieving
Safe, Disciplined and Drug-Free Schools Conducive to Learning**

October 28-29, 1994

Washington, D.C.

November, 1994

**Promising Programs Profile
NAPSO**

**I. Program Title, District or School, Address, Phone, Fax and Contact
Person, Title of Contact Person.**

The Collaborative Community/School Conflict Resolution Model,
Appleton Area School District, 120 E. Harris Street, Appleton, Wisconsin 54911 (414-
832-4125), FAX 414-749-1962. Jeanette Gallus, Counselor, Conflict Resolution
Resource Specialist.

Conflict Resolution Center, Inc., 410 S. Walnut, Appleton, Wisconsin 54911 (414-832-
5353), FAX 414-832-1539. Cheryl Stinski, Executive Director.

II. Program Overview

The Collaborative Conflict Resolution Model provides conflict resolution training and
process that goes well beyond school based peer mediation programs. This program
includes: one, a formal process for resolving conflicts between parents, students,
staff, school and community; two, a referral system of trained specialists; and three,
resources which include workshops, curriculum, printed materials, etc. Conflict
Resolution programming is developmentally appropriate for all ages and school levels
and includes prevention and intervention strategies for dealing with school violence
and discipline.

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III. Program Purpose

According to John Paul Lederah in the MCS Conciliation Quarterly, " We often overlook the process of decision-making as a key cause of conflict, but it is here that resentment, feelings of being treated unfairly and a sense of powerlessness are rooted" which lead to disruptive behavior. A conflict resolution system for school personnel, students, and families, provides a process for dealing with a wide variety of conflicts, including school discipline and violence and substance abuse and other student risk factors, that draws in as participants everyone personally affected by decisions. The system promotes and incorporates a win-win, problem-solving perspective of dispute resolution based on equality and respect, rather than the adversarial, win-lose model based on coercion and fault-finding.

IV. Implementation Period

Implementation Period for the entire Collaborative Community/School Conflict Resolution Model is two to five years depending upon conflict resolution programs already in place in the school district. Implementation stages are as follows:

A. PEER MEDIATION TRAINING/PROGRAM

- include students, teachers, parents, staff
- all-school curriculum
- relationship with community program/mediators

B. TRAINING OF CONFLICT RESOLUTION SPECIALISTS

- include pupil services, teachers, staff, parents
- communication style profiles

- communication skills

- mediation process

C. MEDIATOR TRAINING

- include pupil services, teachers, staff, parents

- specialist training plus roleplay, practice, and observation

- in-house and community mediators

D. CONFLICT RESOLUTION RESOURCES

- lending library

- newsletter

- training specialists

E. COORDINATION

- referral system - informal, in-house mediation, community mediation center

- guidelines for referrals

- updated specialist/mediator listing

- continuing education/training

V. Characteristics of Program Site.

The Appleton Area School district is a local public education agency and provides public instruction to approximately 13,845 students ages 3 through 21 in the greater Appleton Area.

The Appleton Area School District is located in the city of Appleton in the Fox Valley in Northeast Wisconsin. All buildings are handicap accessible and services are accessible to the public. The main activities of the District occur during the school year from August to June, with summer school programs also offered. The administrative structure operates on a year round basis. In addition to basic educational services, the

district also offers a wide variety of support and related services. The district is served by a student services program which includes school nurses, school psychologists, social workers and school counselors.

VI. Target Population and Number of Students Served.

A.A.S.D. Students of 13,845 representing approximately 10,200 families include 866 Asian, 104 Black, 142 Hispanic, 90 Indian, and 12,643 Caucasian. Approximately 90% of total number of families have children in Elementary, Middle and High School. Services are available to all school staff and families.

VII. Services Provided

The services provided or BASIC COMPONENTS OF THE MODEL of the Collaborative Community/School Conflict Resolution Model are as follows:

A. A PROCESS FOR RESOLVING CONFLICTS

- formal (mediation) and informal
- between parents, students, staff, school, and community
- includes openness, empowerment, and active participation
- in-house options such as peer mediation

B. A REFERRAL SYSTEM OF CONFLICT RESOLUTION SPECIALISTS

- includes school personnel, student, parents
- assist in choosing appropriate conflict resolution option

C. EDUCATION/AWARENESS

- training/in-service for staff
- curriculum/special events for students

- informational programs/training for parents
- networking with community

D. CONFLICT RESOLUTION RESOURCES

- available to students, parents, staff, community
- includes workshops, curriculum, printed material, videos, informational programs, networking, training, consultation

VIII. Type of Staff Available and Percentage FTE Devoted to Program (Include pupil services personnel.)

The goal of the Collaborative Conflict Resolution Model is to provide education to all as a foundation of a conflict resolution system. Students, staff, parents will receive conflict resolution education through training, inservice, curriculum, special events, information programs, and networking. Specific positions to implement and maintain the system are as follows:

A. Coordination

+School District Conflict Resolution Coordinator

- .4 FTE or part of the AODA, Guidance, Pupil Service Coordination

B. Training

+Community Conflict Resolution Trainer/Director

- .1 FTE or per hour stipend.

+Conflict Resolution Training/Trainers

- Initial Trainer Education Cost
- In-house Trainers

+Mediation Training/Trainers

- In-house or per hour stipend

C. Collaborative Conflict Resolution System

+Mediation Referral Specialists

-Including teachers, pupil service personnel, students, parents, other staff. -

Volunteer or per hour stipend.

+Mediators

-Including teachers, pupil service personnel, students, parents, other staff.

-Volunteer or per hour stipend.

+ In- house Conflict Resolution System/Conflict Resolution Specialists

- In- house Training

-Curriculum Inclusion

IX. Cost of program and funding source.

Program cost can be as follows:

A. Coordination/ Training - \$25,000.

B. Training Program and Supplies - \$50 per person.

C. Mediation specialist/mediator - Volunteer or Stipend as determined.

D. Resources - \$1,000 or determined.

E. Curricular Materials - Per Building Allotment Dependent upon Program

Funding Sources can possibly be from the following:

A. Government, Community, School Grant and Foundations

B. School District Funds

C. Alcohol and Other Drug (AOD) Funds.

D. SAFE Schools Funds

E. Parent Organization Support

X. Problems Encountered and Solutions

- +Trust of the Community to use the Process/ Education.
- +Time necessary for resolving conflicts/Education

XI. Program Accomplishments/Reported Outcomes

School District Accomplishments are as follows:

- +Peer Mediation in All Schools
- +Conflict Resolution Classroom Training in All Schools
- +Trained Staff/Parents in:
 - Peer Mediation Training,
 - Adult Mediation Training,
 - Violence Prevention Curriculum.
- +Fox Valley Peer Mediation Conference
 - including 300 students
 - student planning and implementation at elementary and secondary levels

The Community/School Collaborative Efforts of the Program are as follows:

- + Trained Staff/Volunteer Mediators
 - including Pupil Service Personnel, Administrators, Other Staff, Business and Parent Community
- +Classroom Education
- +Community/School Mediations
 - Juvenile Harassment
 - Educational Assistants
 - Individual Staff Mediations
 - Parent/Teacher/Staff Mediation

+ In-House Mediations

-Individual Staff Mediations

+Peer Mediation Training for Students and Staff

+ Fox Valley Peer Mediation Conference

+ Student Tours of Community Center

+Administrative Meetings

+Parent Education/Programs

XII. Evaluation Data

From *Education Week*, January 12, 1994, the following are criteria 720 school districts have targeted as to the methods that are used to combat violence in and around schools. The evaluation of the program can be as follows:

Compare the statistics of Now and Then of the following:

+Number of suspensions

+Work with social agencies

+Staff training in Conflict Resolution

Specific evaluation methods to be used are as follows:

I. Training

Document Number of AASD trained in Conflict Resolution

Document Number of AASD trained in Mediation

Document Feedback of Training by Participants

2. In house Conflict Resolution/Mediation System

Document Number of Conflict Inquiries to Conflict Resolution Specialists

Document Type of Conflict Inquiries to Conflict Resolution Specialists

Document Number of In District Mediations

Document Number of Referrals to Other Conflict Resolution Sources.

3. Community Conflict Resolution /Mediation System

Document the following:

+Number of referrals

+Number of agreements

Tools include:

+Intake form

+Feedback sheet

+Agreement form.

The following documents can be used to collect and provide data:

Appleton Area School District Conflict Resolution Referral Form

Appleton Area School District Mediation Form

Community Conflict Resolution forms as follows:

Intake Form

Feedback form

Agreement form

The forms will be collected and tallied as to number and nature of intervention. A Computer data base can be used to manage information.

**AASD Mediation Form
Example**

Name

Date

School/Level

Nature of Conflict

Mediation Agreement

Please include the following information:

Age

Gender

County of Residence

Race/ethnicity

Income category (10,000-30,000. 30, 000 and above)

Number of children with special health care needs.